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Amtrak Cascades 2010 Performance Report



Amtrak Cascades intercity passenger rail program had an extraordinary year in 2010, reaching 16-year ridership records for the year and in eight of the twelve months.

Amtrak Cascades 2010 Performance Report

Amtrak Cascades 2010 Highlights

- Ridership on Amtrak Cascades finished 2010 with a 16-year high of 838,251 passengers.
- Total annual ridership exceeded 2009 by 76,641 for a 10 percent increase.
- The final ridership total capped a year of record heights where eight of the 12 months set new benchmarks.

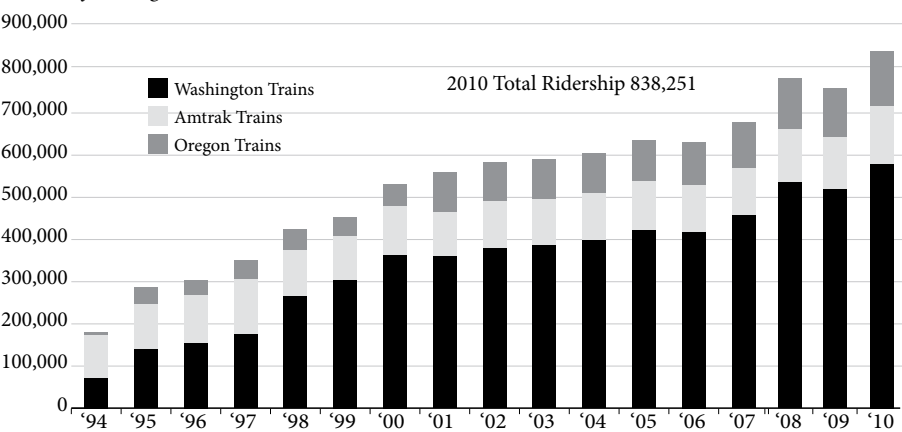
2010 marks the highest ridership for Amtrak Cascades service ever

Amtrak Cascades service carried 838,251 passengers in 2010 for the highest annual ridership total since the beginning of the service in 1994. The 2010 total exceeded 2009 by 76,641 for a 10 percent overall increase and exceeded 2008 ridership by 63,720. Washington State funded trains finished with a total ridership of 580,380, a nearly 11 percent increase over 2009. Oregon funded trains finished with a total ridership of 124,395, more than 13 percent increase over 2009. Amtrak funded trains finished with a total ridership of 133,476, a four percent increase over 2009.

The ridership growth in 2010 was extraordinary, despite a struggling economy and several service disruptions, especially in the fourth quarter. The fourth quarter of 2010 set a new ridership record with an

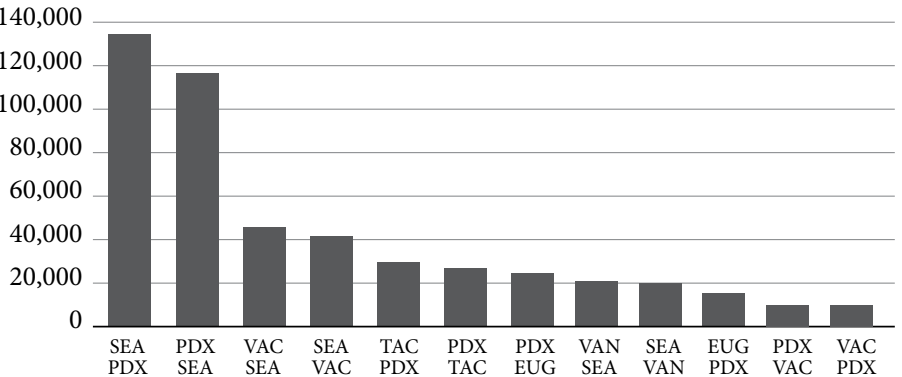
Amtrak Cascades Annual Ridership (1994-2010)

Number of Passengers



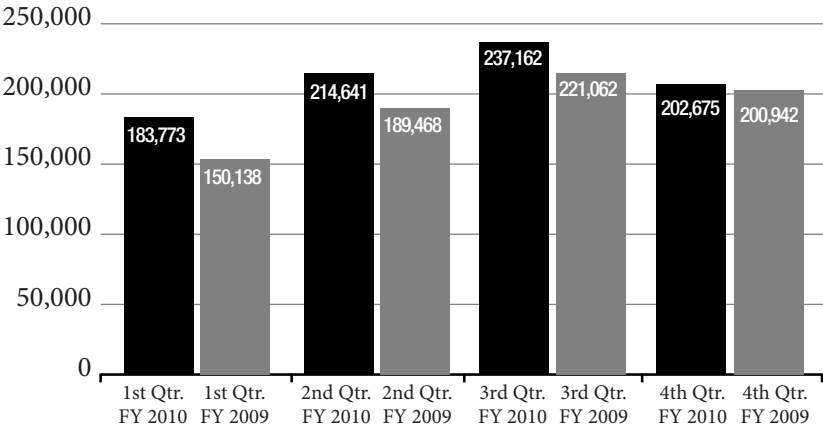
Data Source: Amtrak and WSDOT State Rail and Marine Office

Amtrak Cascades Ridership Top Ten Origin/Destination Pairs



Data Source: Amtrak and WSDOT State Rail and Marine Office

Amtrak Cascades 2010 Quarterly Ridership



increase of more than 1,700 riders over 2009, making it the highest fourth-quarter ridership since 1994. In fact, all four quarters of 2010 posted record breaking ridership totals. The first quarter had the largest increase of nearly 34,000 riders over 2009. The second quarter had an increase of more than 25,000 riders over 2009 and the third quarter had an increase of 16,100 riders over 2009.

Seattle finishes 2010 as the most popular Amtrak Cascades station stop

Seattle edged out Portland as the most heavily used station on the Amtrak Cascades route in 2010. Seattle had 481,192 total passengers in 2010, a more than 10 percent increase over 2009. Portland was a close second with 471,163 total passengers in 2010 and an 8.5 percent increase. Vancouver, B.C., jumped up to third place with a total of 138,578 passengers and an increase of 52 percent over 2009. This significant increase is due to the addition of the second train service to Vancouver, B.C. that began in August 2009. Tacoma and Vancouver, WA rounded out the top five with 94,437 and 75,303 total passengers, respectively.

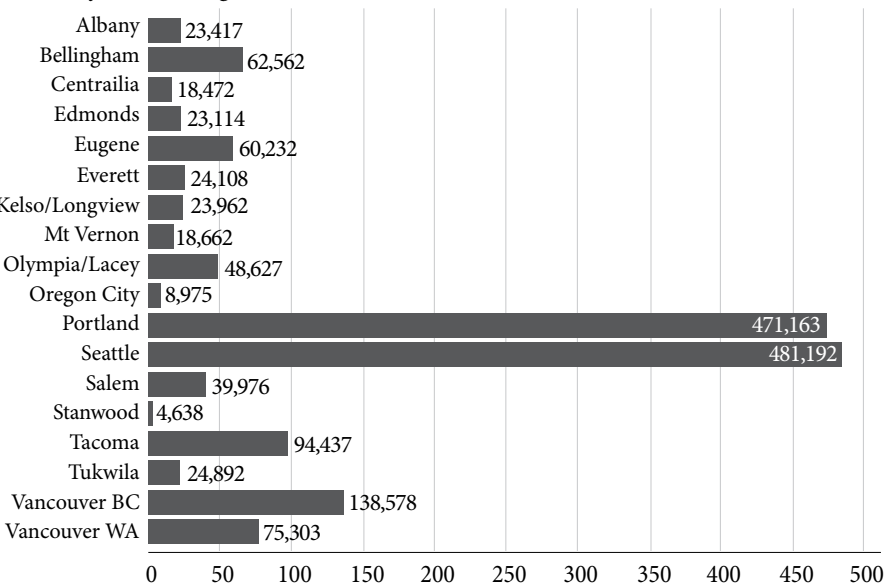
On-time performance achieves incremental improvement

Amtrak Cascades achieved an average of nearly 70 percent on-time performance for 2010. This represents a very slight decline of two percent when compared to 2009. The fourth quarter had the highest on-time performance at nearly 74 percent. September achieved the highest on-time performance at 80 percent, which met the overall performance goal for Amtrak Cascades. October had the second highest on-time performance at nearly 79 percent.

On-time performance continues to be an important area for improvement. There were several train disruptions during 2010 especially due to mudslides north of Seattle which affected on-time performance. Several initiatives to improve service reliability are

Amtrak Cascades Total On-Offs Vancouver, BC to Eugene, Oregon

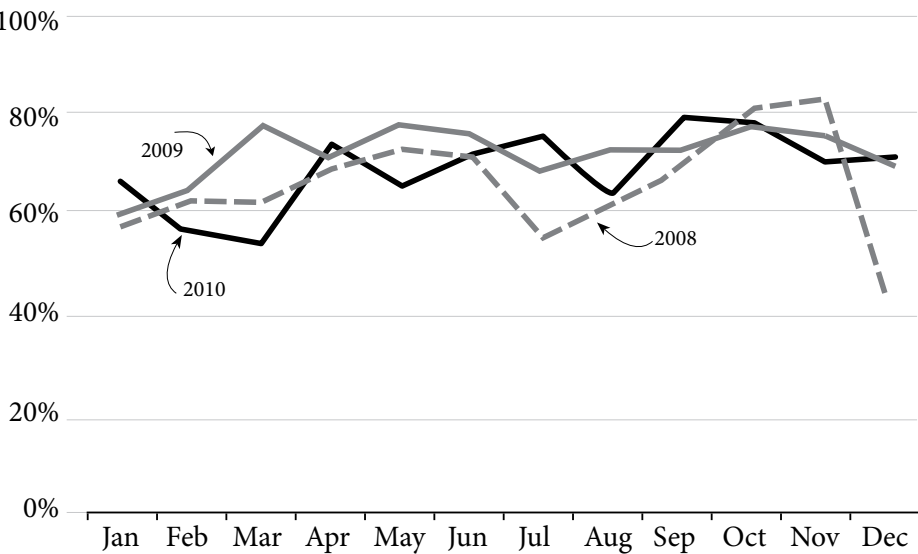
Number of Total Passengers in 2010



Data Source: Amtrak and WSDOT State Rail and Marine Office

State Supported Amtrak Cascades On-Time Performance

Percent on Time



Data Source: Amtrak and WSDOT State Rail and Marine Office

in place including investing in capital improvement projects and streamlining operating practices, as well as working closely with BNSF and Amtrak to make improvements that will help us achieve our goal of 80 percent or better on-time performance.